

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : HESSION, Patrick
Serial No. : 10/743,971
Filed : December 23, 2003
For : Directing Contacts Between An End User
and A Contact Center Agent
Examiner : SMITH, Creighton H
Art Unit : 2614
Customer number : 23644

RESPONSE TO OFFICE ACTION MAILED OCTOBER 2, 2007

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Office Action mailed October 2, 2007, the applicant makes
the following submission: